

Helen Miao

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EXPERIENCE

[Bevi](#)

Boston, MA

UI/UX Designer

Jan. 2025 – Present

- Designed on-screen Preventative Maintenance wizard reducing maintenance completion time from 60+ to 30 minutes while addressing NSF compliance issues affecting 25,000+ IoT-enabled beverage machines.
- Revamped service portal filtering system based on insights from 21 user research sessions with field technicians and partners, improving diagnostic and maintenance workflows for 180+ partner companies.
- Led end-to-end design for Countertop 2.0 machine launch, creating the complete touchscreen interface including machine installation, flavor swap, CO2 swap, and filter replacement wizards.

UI/UX Design Intern

Jul. 2023 – Dec. 2023

- Spearheaded comprehensive UX research initiative with 25+ usability test sessions to redesign the customer-facing beverage dispense experience, transforming user insights into prototypes that improved satisfaction and usability.

[Ronik Design Agency](#)

Brooklyn, NY

UX Design and Web Development Intern

Aug. 2024 – Dec. 2024

- Built a gate pass tracking dashboard for NYC's [JFK Airport](#) to manage employee access requests and replace manual workflows across 100+ terminal businesses, using Figma, JavaScript, and CSS.
- Designed interactive webpage for [Ecolab](#)'s global Water for Climate campaign published on [Thomson Reuters+](#), creating data visualizations that communicated sustainability solutions to operations and sustainability executives.

[Northwestern Mutual](#)

Milwaukee, WI

UX Design Intern

May 2024 – Aug. 2024

- Designed interactive web pages for Financial Planning Experience system used by 8,000+ financial advisors, optimizing insurance and investment plan creation workflows for 5+ million clients nationwide.
- Conducted UX audit across 3 Planning Solutions platforms, identifying 40+ inconsistencies and delivering unified design system solutions that reduced design debt, standardized UI components, and aligned 3 separate design teams.

[Sandbox](#)

Boston, MA

Head of UX, UI/UX Designer

Aug. 2022 – Dec. 2024

- Directed 19-person design team through structured critique sessions and skill-building workshops, fostering collaboration and elevating design standards across student projects.
- Designed wireframes for Boston's [Museum of Fine Arts](#) form automation platform, streamlining workflows for 1,000 employees by digitizing paper-based processes.

[HackBeanpot, Inc](#)

Boston, MA

Software Engineer, UI/UX Designer

Apr. 2023 – Apr. 2024

- Designed and developed responsive main and live event sites with Figma, TypeScript, and React.
- Organized 175-person Boston-area hackathon, managing hacker merchandise and experience.

TECHNICAL SKILLS

Design Tools: Figma | Sketch | Zeplin | Abstract | Adobe Illustrator | Photoshop | InDesign

Technologies: JavaScript | TypeScript | React | Node.js | HTML/CSS | Git | Python | SQL

EDUCATION

[Northeastern University](#)

Boston, MA

B.S. in Computer Science and Design | GPA: 3.8/4.0

Sept. 2021 – May 2025

Relevant Coursework: Human-Computer Interaction | Interaction Design | Information Design | Software Engineering | Algorithms and Data | Object-Oriented Programming | Web Development | Data Visualization | Database Design